

# Test L5M9 Answers - L5M9 Valid Mock Exam

## 1. L5M9 - Sep 2024 Exam ☺

1. Total quality management requires total involvement from the organisation to be successful. Is this statement TRUE or FALSE?
- a. True, because it requires cross-functional working to remove waste
  - b. True, because otherwise this is just quality control
  - c. False, because the procurement and quality teams are the key players
  - d. False, because it is the responsibility of production to get it right first time

ANS: B

2. There are key differences in the characteristics of goods and services. Which of the following are characteristics associated with services? Select THREE that apply
- a. Services involve little customer contact
  - b. Services are usually capital intensive
  - c. Quality is difficult to assess in services
  - d. Services are intangible
  - e. Delivery and processes are inseparable in services
  - f. Services can be stored as inventory

ANS: C,D,E

3. The activity of process redesign is most important when?
- a. Lead times for materials are decreasing
  - b. You have an increasing competitive advantage
  - c. Competitive priorities have changed
  - d. The cost of material inputs remain stable

Ans: C

4. Business continuity planning is a management process which provides a framework primarily focused on
- a. the long-term improvement of business processes
  - b. the benchmarking of processes in similar organisations
  - c. the recruitment and selection of skilled staff
  - d. the resilience of a business in the event of major failure

Ans: D

5. The bottom-up perspective of operations strategy relies on practical experience as the basis of what operations should do in the future. Is this correct?
- a. Yes, it is based on the premise that operations improvements cumulatively build strategy

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## CIPS Operations Management Sample Questions (Q68-Q73):

### NEW QUESTION # 68

Little Joy Ltd is a large company with several functional departments. Below are details of four departments. For each, you must decide which functional area of the business the department is, as well as the SERVQUAL Gap that each Department Lead is concerned with.

Department 1: This department is concerned with the creation of products. The products are created in line with BS EN 716-1 and undergo vigorous tests before they leave the factory. Many customers are unaware of the additional costs of testing to BS EN 716-1 and complain about the price of this product line.

Department 2: Other departments of the business are internal customers of this functional area and approach the Department Lead when they require something to be bought. Often the internal customers have unrealistic expectations of the timescales involved in the process and the Department Lead spends a lot of time explaining lead times and logistics.

Department 3: This functional area creates the budgets for the company and emails these to the Department Leads at the beginning of every quarter. Due to the complexity of the documents, other functional areas of the business often don't understand the information provided.

Department 4: This area of the business is concerned with revenue, which has recently slumped. The Department Lead is conducting market surveys to find out the reason for this.

Complete the table below by listing the Functional Area of the business, and the corresponding SERVQUAL Gap. Each response should only be used once: procurement, finance, sales, production, satisfaction gap, delivery gap, standards gap, communication gap.

Which of the following will you put into box 3?

- A. production
- B. sales
- C. finance
- D. procurement

**Answer: C**

Explanation:

The correct answers are as follows:

### NEW QUESTION # 69

Which of the following are basic performance objectives used for day-to-day operations and ensure staff are working towards tangible achievements? Select TWO

- A. operations agility
- B. cost
- C. quality
- D. customer satisfaction

**Answer: B,C**

Explanation:

The 5 BASIC performance objectives (according to CIPS) are cost, quality, flexibility, speed and dependability. Customer Satisfaction and Operations Agility are objectives at the strategic level. See p.75

### NEW QUESTION # 70

What is the purpose of a quality circle?

- A. to reduce the number of defects
- B. to mitigate risks to the organisation
- C. to resolve problems in the workplace
- D. to increase turnover

**Answer: C**

Explanation:

A Quality Circle is a small group of employees who meet regularly to resolve problems in the workplace. This is from p.111

### NEW QUESTION # 71

Which of the following will increase 'order winning' objectives of a retail organisation?

- A. customer loyalty
- B. improved supplier relations
- C. increased costs
- D. streamlined operations procedures

**Answer: A**

Explanation:

4 is the correct answer. Here you're looking for the answer which will ensure a customer always picks this business over competitors. Of the four options given, loyalty is the only one that would make sense. Remember 'order winners' are the 'customers' justification for their purchase of a product or service'- this is a direct quote from P.43

### NEW QUESTION # 72

Below are details of 4 local manufacturing companies. For each company you must decide what the main objective is for the organisation and what layout their manufacturing plant has.

Company 1: This company creates large, delicate products which are hard to move. The main aim of the company is to stand out from competitors due to the superior level of materials used and by using the latest forms of technology to create the items.

Company 2: This company produces 72 different items and has designated zones within its premises for the creation of each item. The zones are organised based on the technology used and some products may be passed between different zones to be completed. The company creates many different items in response to changing customer demands, with many product lines only lasting a single season.

Company 3: Company 3 creates one product which flows along a single production line, with staff members adding to the product on four different occasions. The company must produce a high volume of this singular product in order to break even. Therefore, there is always a steady flow of items through the plant and it is important there is no stoppage in production.

Company 4: This company produces small batches of products, as and when they are ordered by customers. Due to uncertainty in demand, a high profit margin is added to the cost of each item. Teams in the factory are grouped into different areas depending on the technological process they are using.

Complete the table below by listing the objective criteria and plant layout for each company. Each response should only be used once: flexibility, speed, quality, cost, functional layout, cell layout, product layout, fixed-position layout

Which of the following will you put into box 8?

- A. product layout
- B. functional layout
- C. cell layout
- D. fixed-position layout

**Answer: B**

Explanation:

The correct answers are as follows:

### NEW QUESTION # 73

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